



## ReStore Assistant Manager

Location: 399 Hubbard Avenue Pittsfield MA 01201 p 413.443.2106

Reports to: ReStore Manager

Qualifications:

- Integrity, credibility, commitment to Habitat's mission
- Ability to relate to people with diverse backgrounds
- Management, customer service, and sales-related experience
- Prior work experience required, preferably retail and/or business experience (operations, project management, marketing, finance)
- Computer skills including Microsoft Word, Excel, Outlook, Internet, Social Media & Point of Sale (POS) operating system
- Creative self-starter with the ability to work independently and lead, train and manage staff, engage donor/customers and volunteers in a positive manner and maintain a highly motivated organizational atmosphere
- Provide customer service-oriented decision-making in a professional manner
- Physical ability to complete work on the job site or in the store/warehouse, even during inclement weather
- Able to safely move heavy donations using dollies and other provided tools

Other Requirements: Must have a valid driver's license with reliable transportation, maintain a clean driving record, and have the ability to operate a 16-26' box truck.

### **Primary Duties and Responsibilities**

#### **Operations**

- Provide support to the ReStore Manager in the management of day-to-day store operations
- Maintain high levels of customer and donor service
- Proactively develop relationships with businesses to increase awareness of the Habitat brand, while communicating and collaborating with other Habitat departments regarding cross-over opportunities
  - Overall management of the Store operation

- Maximize store profits based on budgets
- Train staff and adhere to the store policies and procedures
- Maintain a clean, neat, and safe store
- Maintain open communication with Manager and store team on essential and critical daily operations
- Manage and lead staff, including:
  - Develop goals and daily task lists
  - Scheduling
- Marketing, including:
  - Maintain updated store signage for events as provided by the Manager and Marketing Departments

### **Financial Management**

- Implementing and managing financial controls
- Budget management and analysis
- Complete monthly financial summary

### **Procurement and Inventory Management**

- Oversee store inventory, including pricing
- Monitor inventory turnover

### **Donation Management**

- Assist Manager with donation solicitation and logistics
- Monitor quality of donations received through drop-offs
- Develop relationships with new donors – build relationships in the community with community associations and other neighborhood groups

### **Volunteer Management**

- Oversee & ensure that volunteers are actively engaged and have a positive experience

### **Customer Service**

- Monitor and train staff to provide excellent customer service

### **Staff Development**

- Ensure accountability processes that encourage staff responsibility for their job performance and maintain positive morale
- Support and maintain staff culture that aligns with the mission
- Support the Manager to ensure all policies are communicated on a regular basis and stores comply at all times
- Engage with volunteers as needed to maximize their participation and impact on the mission

## **Safety**

- Enforce safe work practices by all team members, volunteers, subcontractors, and workers at all our locations and events to ensure we meet, if not exceed, OSHA and all CBHFH safety policies and procedures.
- Ensure that all team members are aware of and operate by the safety policies and procedures for the retail environment and transportation activities that look out for the welfare of our customers and donors.
- Exercise outlined protocol by immediately notifying and collaborating with management on any safety-related incident and/or respond to a report involving staff or any other related team members (workers, volunteers, and subcontractors).
- If within area of purview, initiate and/or provide assistance for the proper investigation regarding safety incidents by following Safety policies and procedures.

## **Perform other duties as assigned**